



# **Departmental Quarterly Performance Report**

**Department Name: Finance**

**Reporting Period:  
FY 2002-03  
3<sup>rd</sup> Quarter**

<b>I. Performance Initiatives</b>	<b>Page 2</b>
<b>II. Personnel Status</b>	<b>Page 17</b>
<b>III. Financial Performance</b>	<b>Page 19</b>
<b>IV. Department Director Review</b>	<b>Page 20</b>

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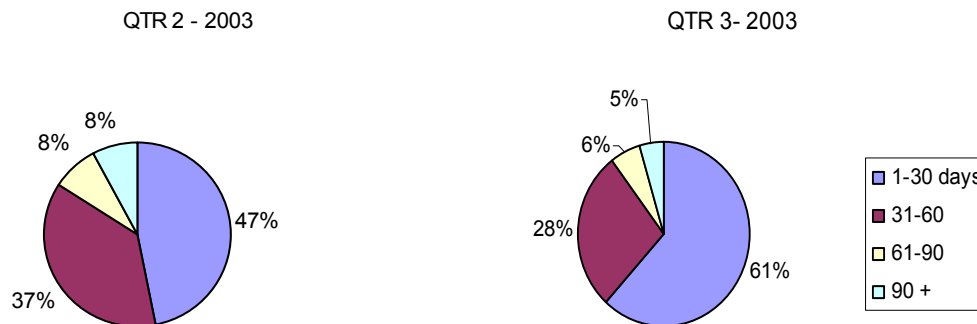
## MAJOR PERFORMANCE INITIATIVES

*Mission Statement:* Provide timely, accurate, efficient, and accessible financial services, data, analysis, tax collection and guidance to our broad customer base and to promote confidence in these products and services as sound foundations for financial and management decision making.

County Mgr. Priority (Circle One): *People* *Service* *Technology* **Fiscal Responsibility**

***Issue payments to vendors within 30 days of receipt of invoice by the County.***

Average No. of Days it takes to process invoices



Invoices processed within the following average number of days:

QTR 2 - 2003	No. of Invoices	% of Total	QTR 3 2003	No. of Invoices	% of Total
1-30 days	25,976	47%		38,919	62%
31-60 days	20,550	37%		17,545	28%
61-90 days	4,585	8%		3,516	6%
Over 90 days	4,242	8%		2,893	5%
<b>Total</b>	<b>55,353</b>	<b>100%</b>		<b>62,873</b>	<b>100%</b>

YTD - 2003	No. of Invoices	% of Total
1-30 days	64,895	55%
31-60 days	38,095	32%
61-90 days	8,101	7%
Over 90 days	7,135	6%
<b>Total</b>	<b>118,226</b>	<b>100%</b>

Prior to 2<sup>nd</sup> quarter 2003, information was not available.

Check all that apply

☐ Strategic Plan  
☒ Business Plan  
☐ Budgeted  
 Priorities  
☒ Customer Service  
☒ ECC Project  
☐ Workforce Dev.  
☐ Audit Response  
☐ Other \_\_\_\_\_  
 (Describe)

# Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2002-03 3<sup>rd</sup> Quarter

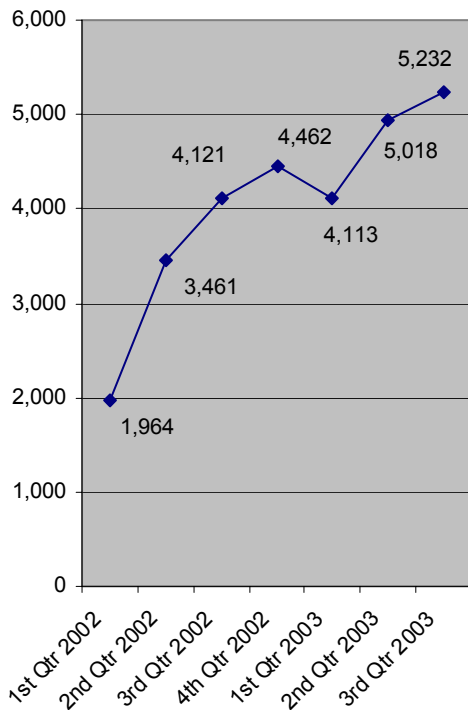
County Mgr. Priority (Circle One): *People* *Service* *Technology* **Fiscal Responsibility**

***Increase the usage of Automatic Clearing House (ACH) payments in order to pay vendors expeditiously and minimize issuance of manual checks***

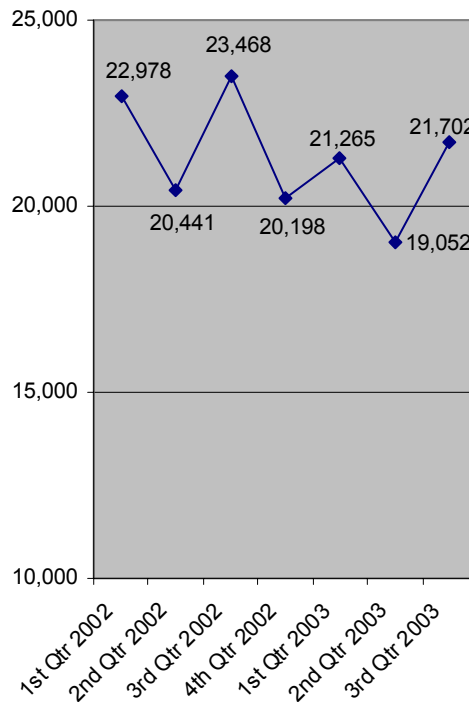
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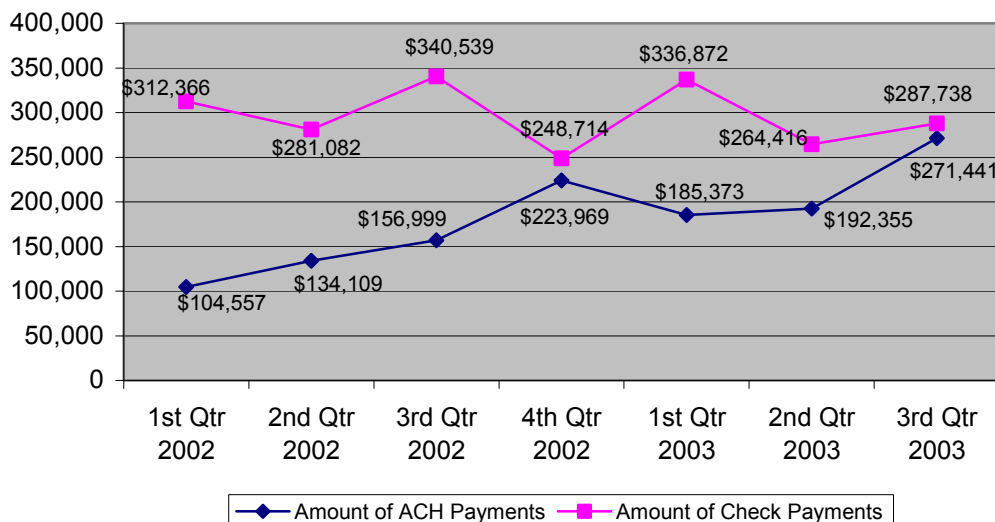
Number of ACH Transactions



Checks Processed including Emergency Checks



**Amount of ACH Payments vs. Generated Checks including Emergency Checks (in thousands)**



4/7/03

ACH payments represent 48.5% of total payments distributed in 3<sup>rd</sup> quarter 2003.

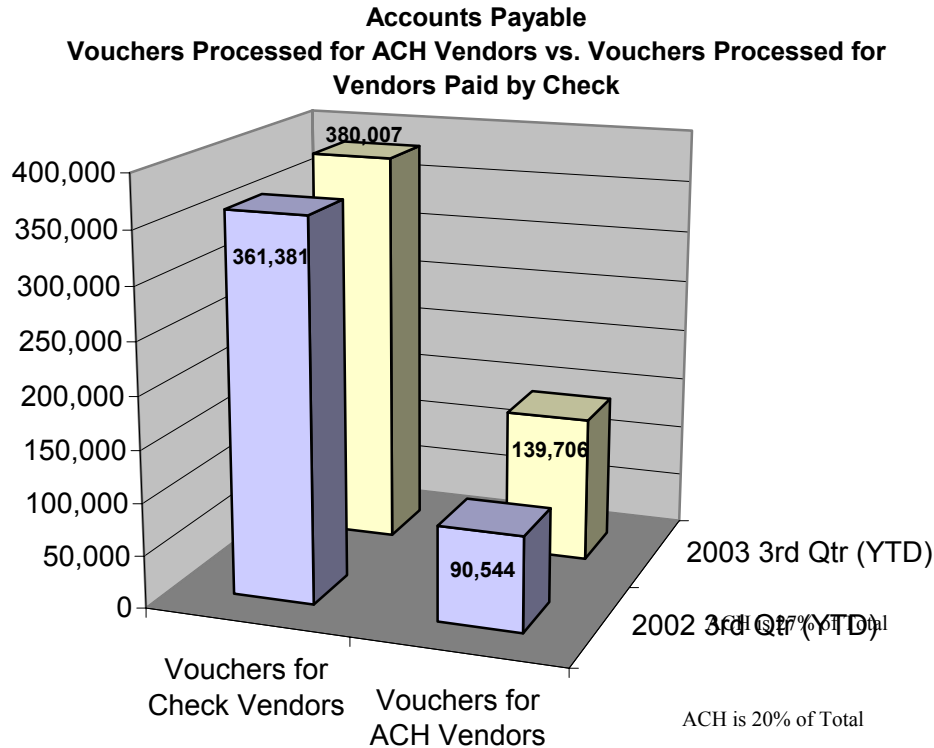
# Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2002-03 3<sup>rd</sup> Quarter

County Mgr. Priority (Circle One): *People* *Service* *Technology* **Fiscal Responsibility**

***Process payments to vendors on a timely and accurate manner in the new Accounts Payable module, tracking commodity usage and payment cycle.***



Commodity usage payment information will provide essential data for future contracting needs.

Check all that apply

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(Describe)

# Departmental Quarterly Performance Report

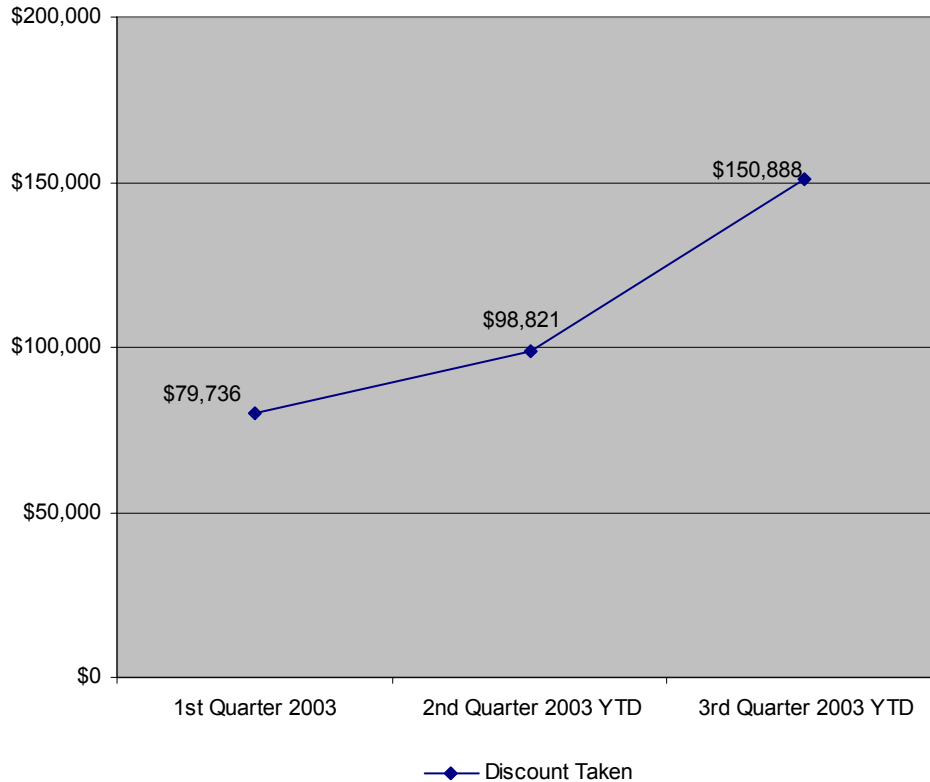
Department Name: Finance

Reporting Period: FY 2002-03 3<sup>rd</sup> Quarter

County Mgr. Priority (Circle One): *People* *Service* *Technology* **Fiscal Responsibility**

***Maximize prompt payment discounts on all county contracts that provide for early payment discounts.***

**Discount Taken**



Check all that apply

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(Describe)

# Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2002-03 3<sup>rd</sup> Quarter

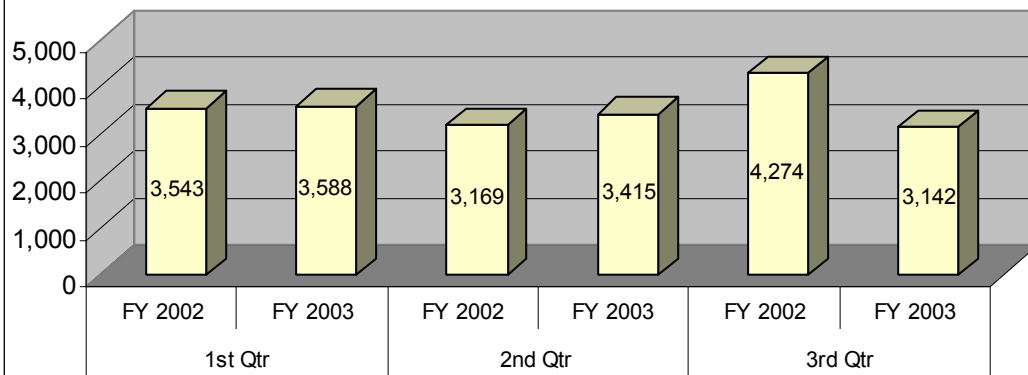
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility

**Monitor and track emergency payments for Construction Contracts.**

Check all that apply

☐ Strategic Plan  
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Priorities  
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(Describe)

## Emergency Checks Issued



# Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2002-03 3<sup>rd</sup> Quarter

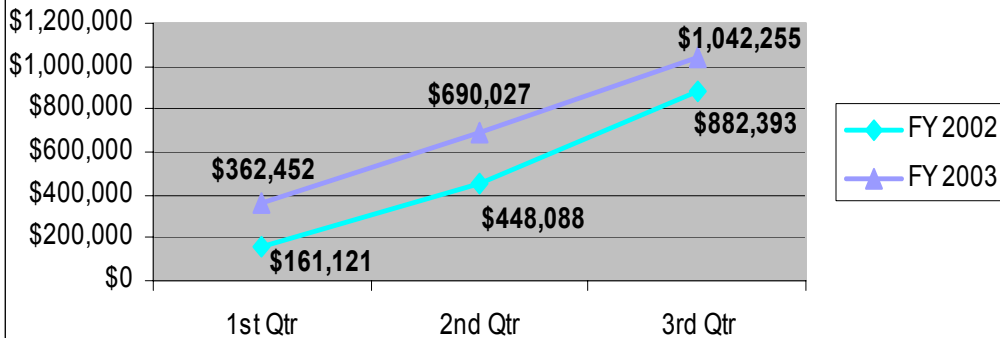
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility

**Expand usage of purchasing card program to all county departments.**

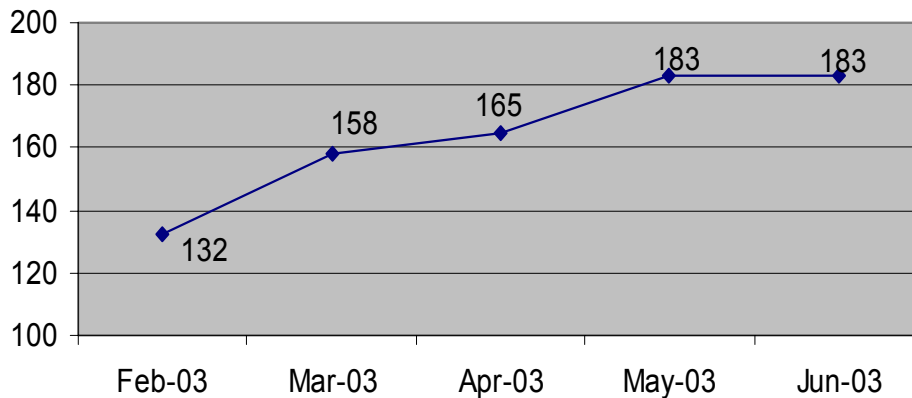
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(Describe)

**Purchase Card Year to Date Transaction Amount**



**Total Purchase Cards Issued**



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Department Name: Finance

Reporting Period: FY 2002-03 3<sup>rd</sup> Quarter

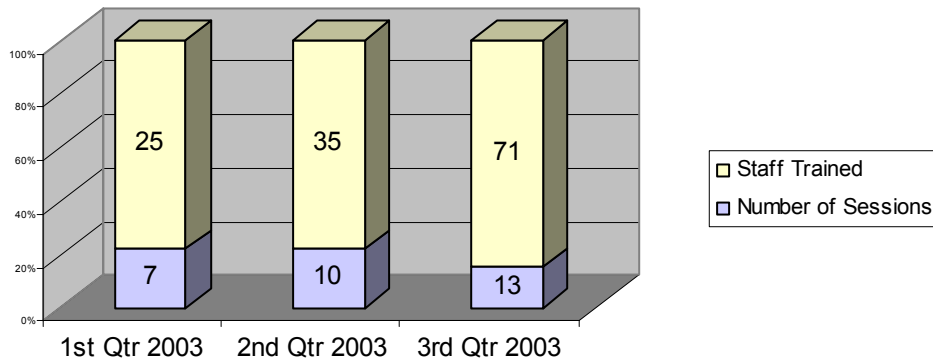
County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility

***Provide FAMIS and Accounts Payable invoice input training to departments & monitor the number of classes and feedback provided by user departments.***

Check all that apply

☐ Strategic Plan  
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☐ Other \_\_\_\_\_  
(Describe)

**Finance Systems Training**  
**Number of Sessions & Staff Trained each Quarter**





# Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2002-03 3<sup>rd</sup> Quarter

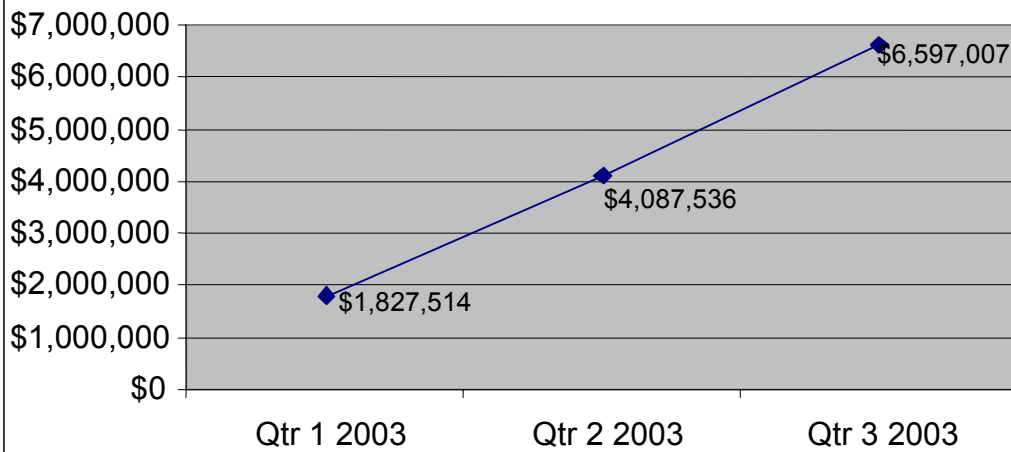
County Mgr. Priority (Circle One): *People* *Service* *Technology* **Fiscal Responsibility**

***Increase overall collections of delinquent accounts for medical accounts (JMH), off-duty police accounts, fire rescue accounts, water and sewer and other miscellaneous accounts.***

Check all that apply

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(Describe)

Credit and Collections Year to Date Collections



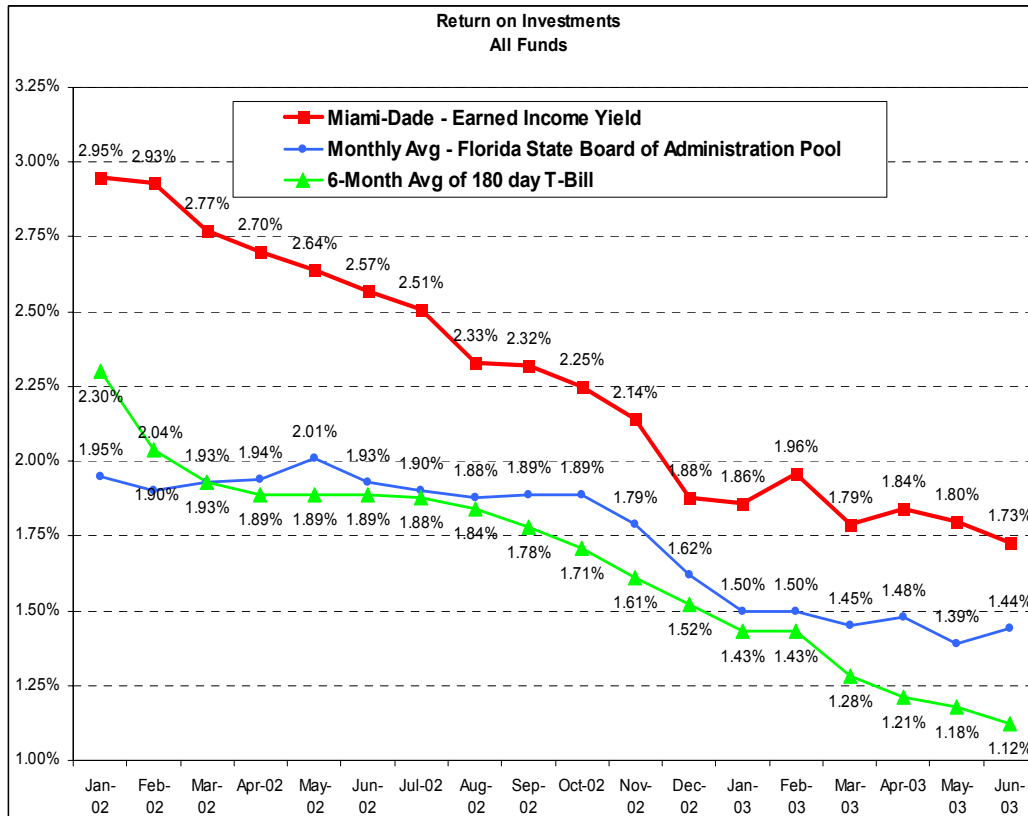
# Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2002-03 3<sup>rd</sup> Quarter

County Mgr. Priority (Circle One): *People* *Service* *Technology* **Fiscal Responsibility**

**Continue to achieve an average rate of return for all County funds that is competitive with the average rate of return for the County's industry benchmarks**



Check all that apply

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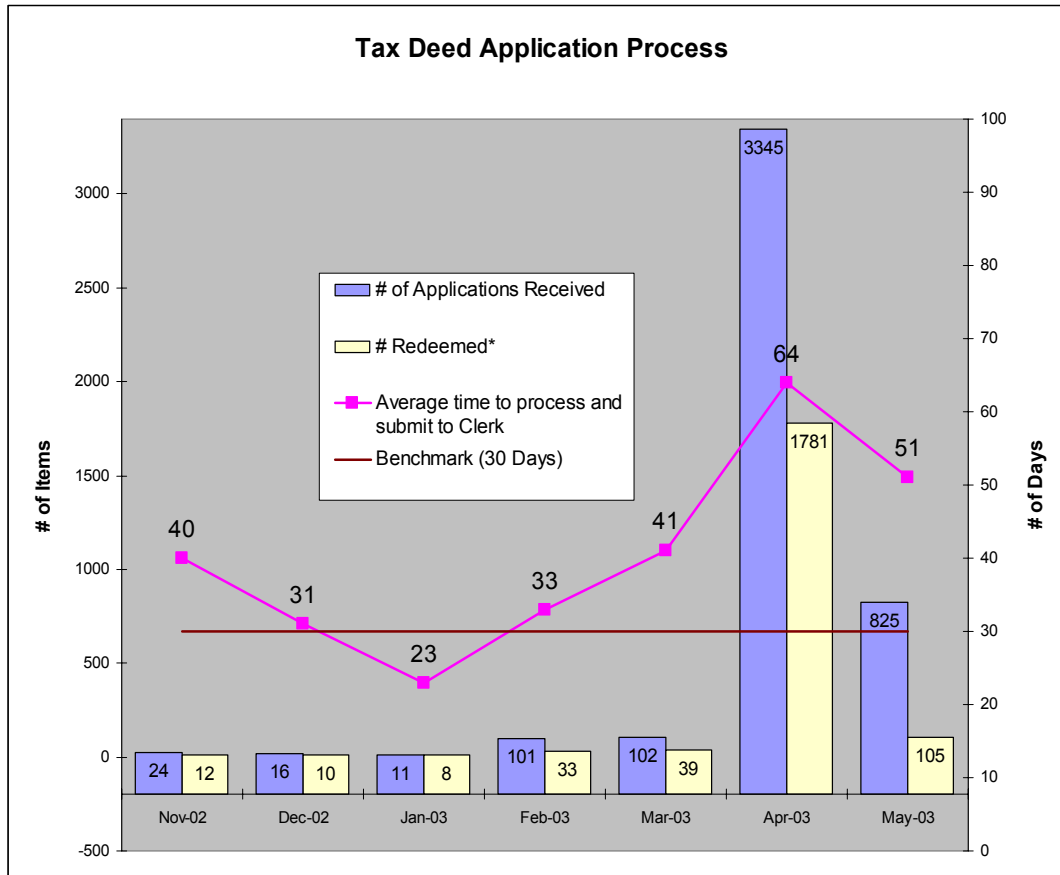
# Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2002-03 3<sup>rd</sup> Quarter

County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility

**Accurately process Tax Deed applications and redemptions and submit to Clerk's Office within 30 days**



\* Number redeemed indicates when taxes are paid prior to a public auction of the property deed

\*\*Tax deed applications are not accepted while the yearly tax certificate auction is conducted (June)

Check all that apply

☐ Strategic Plan

☐ Business Plan

☐ Budgeted

Priorities

☒ Customer Service

☐ ECC Project

☐ Workforce Dev.

☐ Audit Response

☐ Other

(Describe)

# Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2002-03 3<sup>rd</sup> Quarter

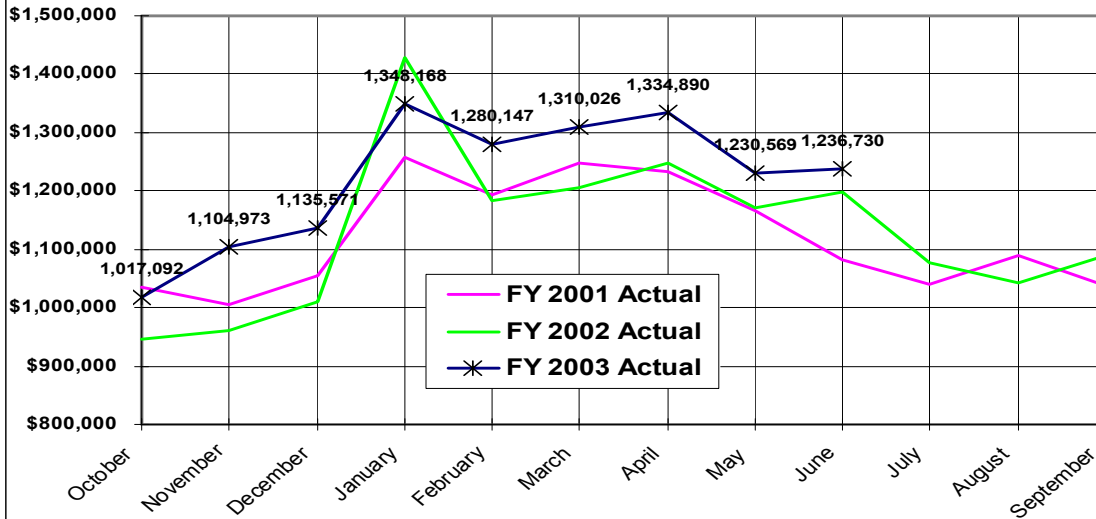
County Mgr. Priority (Circle One): *People* *Service* *Technology* **Fiscal Responsibility**

***Increase overall field collections for personal property, occupational license, and tourist taxes by 10%***

Check all that apply

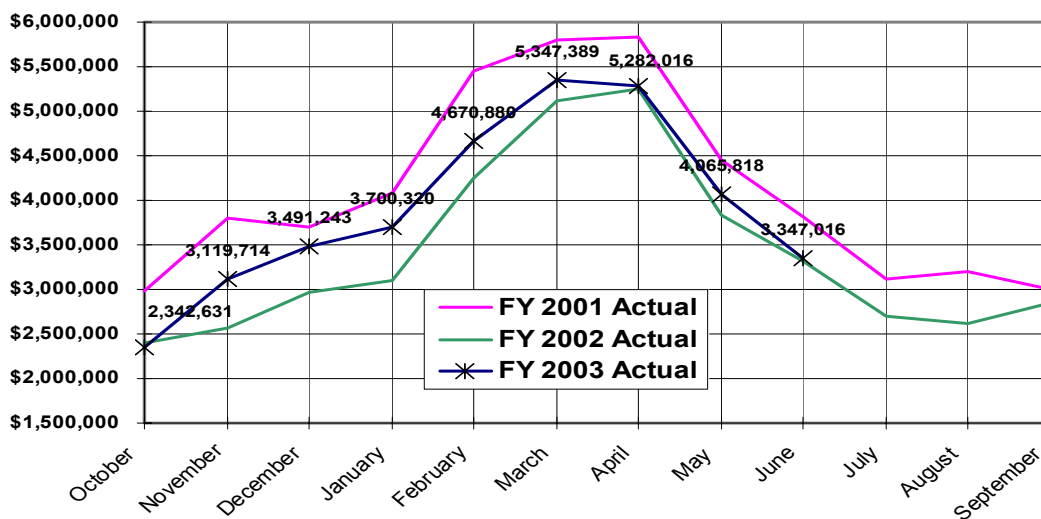
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(Describe)

**Food & Beverage Tax Revenues**  
(by collection month)



1. Includes TDT Surtax and Homeless & Spouse Abuse tax

**Bed Tax Revenues**  
(by collection month)



1. Includes CDT, TDT, and Sports Tax

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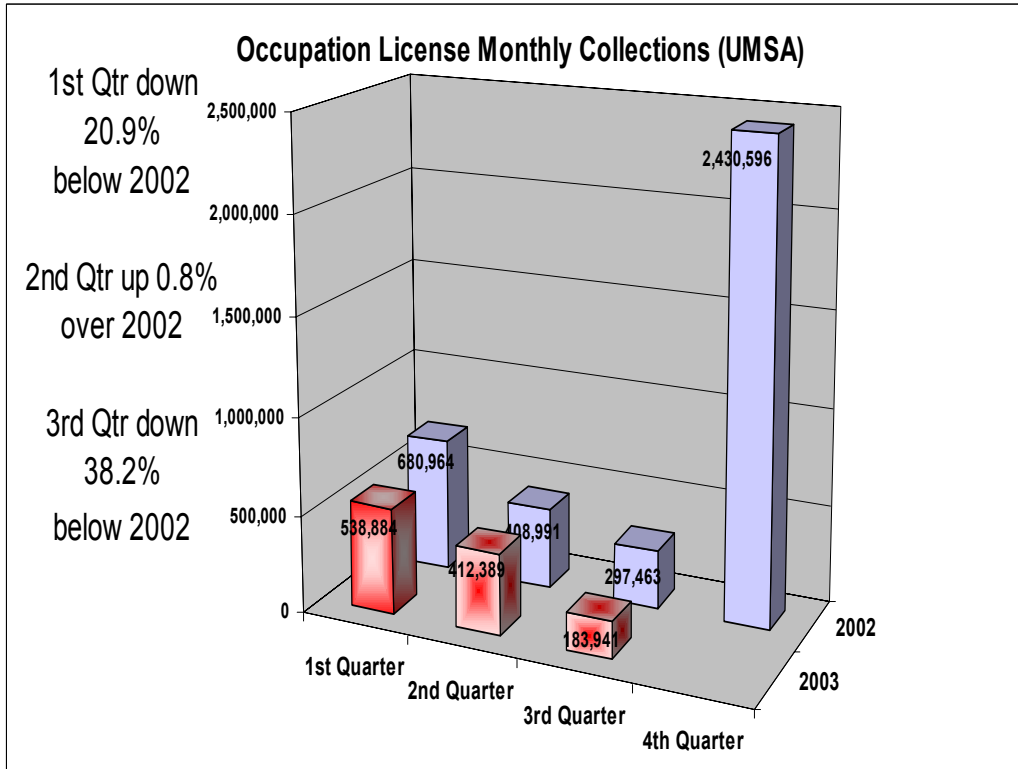
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County Mgr. Priority (Circle One): *People* *Service* *Technology* **Fiscal Responsibility**

***Increase overall field collections for personal property, occupational license, and tourist taxes by 10%***

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(Describe)



\* OL Year runs from August to July

\*\* FY 2002 figures include revenue from the lessor project

# Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2002-03 3<sup>rd</sup> Quarter

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County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility

***Complete an analysis and review of all field collection and enforcement activities and make recommendations for improvements and streamlining of current process. Consolidate field collection duties and/or coordination of field activities to better track and manage the process.***

- Focus partners has completed initial study and presented recommendations to management and affected staff
- Enforcement consolidation recommendations were presented to the Efficiency and Competition Committee
- Organizational structure, support staff, training, and information technology solutions are currently being evaluated
- Implementation expected during the 1st quarter of FY 2003-04

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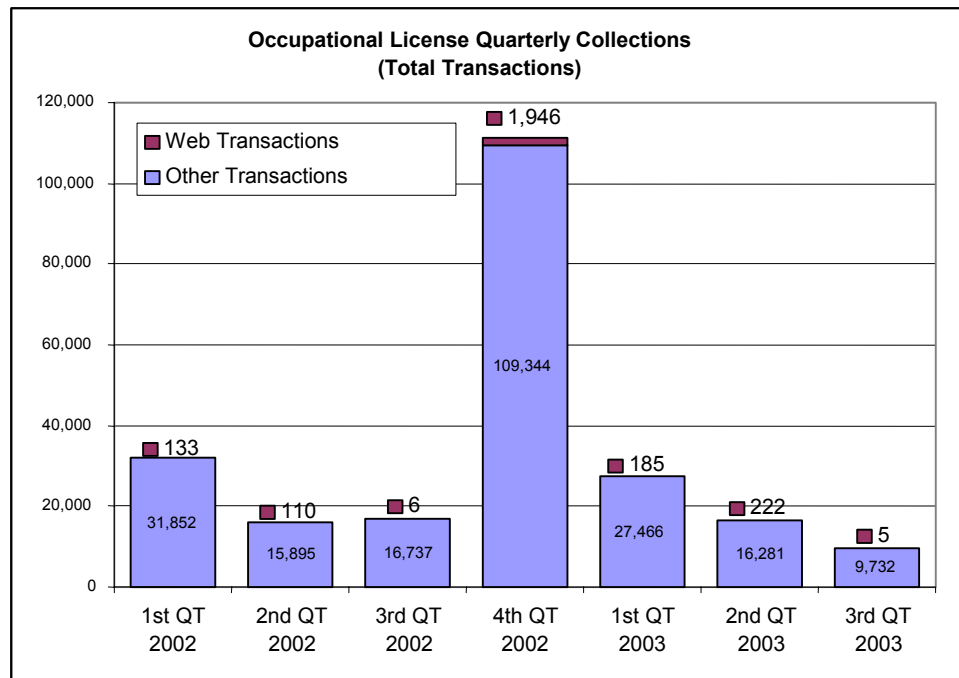
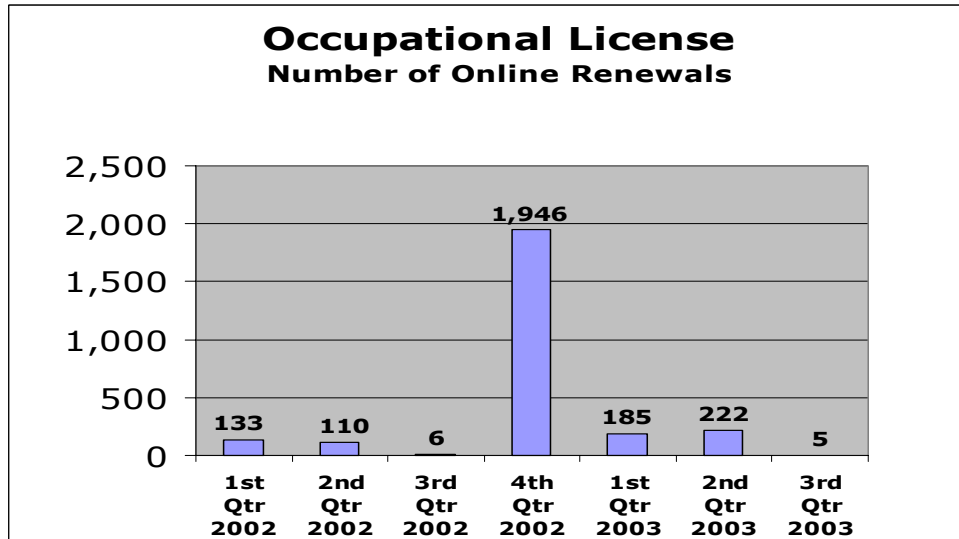
Reporting Period: FY 2002-03 3<sup>rd</sup> Quarter

County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility

**Monitor, track and promote on-line services and payment activity for occupational license tax renewals and auto tag registration transactions**

Check all that apply

☐ Strategic Plan  
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Priorities  
☒ Customer Service  
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(Describe)



\*Renewal process is seasonal based on OL year (August through July)

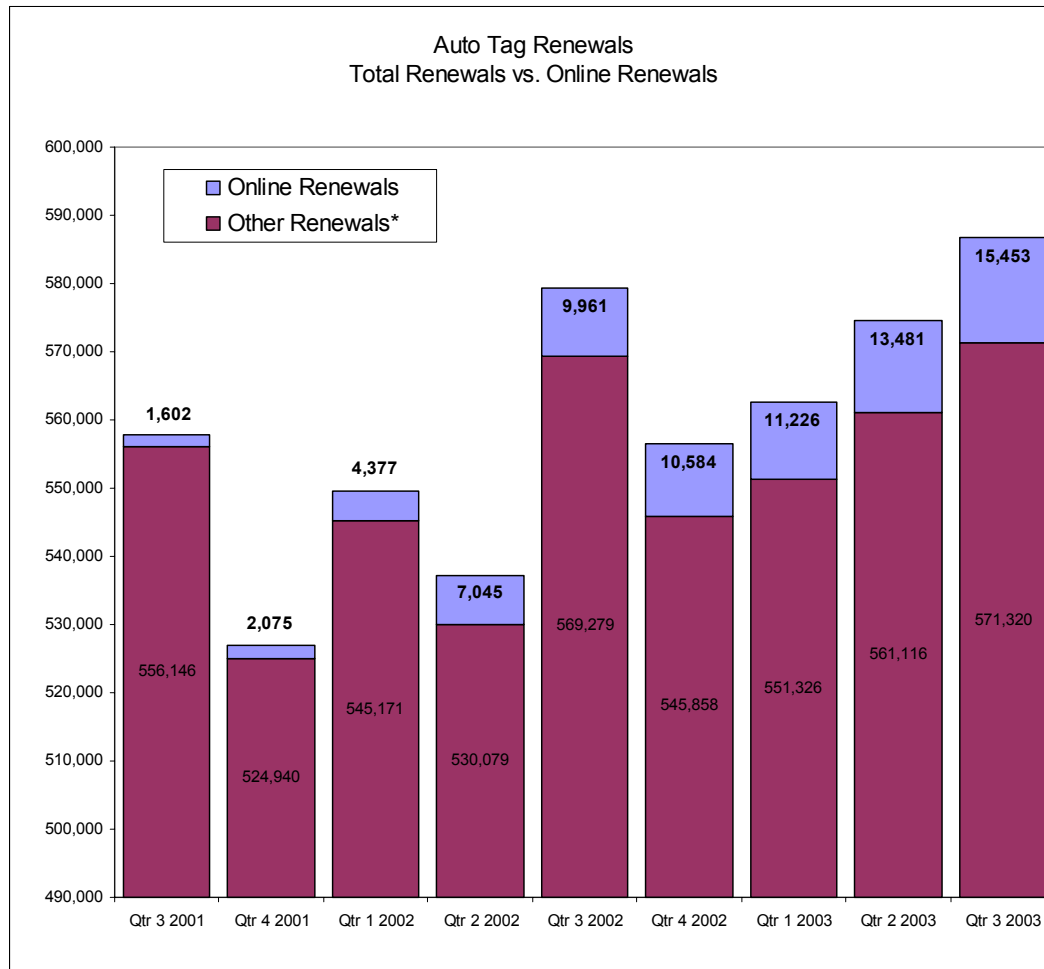
# Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2002-03 3<sup>rd</sup> Quarter

County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility

**Monitor, track and promote on-line services and payment activity for occupational license tax renewals and auto tag registration transactions**



\*Figures include renewal transactions conducted at all private tag agencies

Check all that apply

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(Describe)



# Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2002-03 3<sup>rd</sup> Quarter

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## PERSONNEL SUMMARY

### *A. Filled/Vacancy Report*

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	313	336	303	33	288	48	296	40		

\* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

### Notes:

### *B. Key Vacancies*

- The Tax Collector's Office has continued to aggressively hire their vacant positions. Four supervisors and various clerical and enforcement positions were hired during the 3<sup>rd</sup> quarter. In light of the current hiring slow-down, the Tax Collector's Office will focus on key positions that are of immediate need. Of the 30 current vacancies in the Tax Collector's Office, we have identified at least 15 that need to be filled by the end of the fiscal year. Please note that in many cases, vacancies are filled from within, thereby creating other vacancies.

### *C. Turnover Issues*

- The Tax Collector's Office has experienced some additional attrition due to the retirement of four employees during the 3<sup>rd</sup> quarter.

### *D. Skill/Hiring Issues*

- The Tax Collector's Office plans on increasing staff training offered by the Florida Department of Revenue and the Florida Department of Highway Safety and Motor Vehicles. The initial customer service training will take place during the 4<sup>th</sup> quarter. The Tax Collector's Office is in the process of reclassifying all first-line employees who serve the public to the county established Customer Service Representative 1 and 2. This would establish a position in the Tax Collector's Office that is consistent with other county departments that have public service front line staff such as Team Metro, Building, Solid Waste, Transit, etc.

## **Departmental Quarterly Performance Report**

**Department Name: Finance**

**Reporting Period: FY 2002-03 3<sup>rd</sup> Quarter**

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### ***E. Part-time, Temporary and Seasonal Personnel***

- The Finance Department has 12 long-term Part –Time positions that we are requesting to be converted to Full-Time status. Although an effort is being made to have these employees fill existing vacancies, some overages may be requested in order to convert these quality employees to Full-Time status.
- Two temporary employees have been requested to assist with the Occupational License renewal season, which begins in August. These temporary positions will enable the Tax Collector's Office to continue field collections during the heavy renewal period.

### ***F. Other Issues***

- The Tax Collector's Auto Tag Public Service section in room 101 is currently being constructed and is expected to open on schedule by the 1<sup>st</sup> Quarter of FY 2003-04. While the area is under construction, all public service functions have been consolidated in room 102. Once construction is complete, the Auto Tag and Ad Valorem sections will become separate public service offices. This is anticipated to provide a higher level of service to our tax paying customers, while better honing staff as subject matter experts in their respective areas.
- Due to the temporary space constraints caused by the construction, the Tax Collector's Office has instituted a compressed workweek pilot program on April 21st that allows for Public Service are personnel to work 10 hour days while extending public service hours from 8 a.m. to 6 p.m. We will be reporting results in future quarterly updates.
- Effective March 1<sup>st</sup>, auto tag and title fees are being submitting to DMV via a direct debit from the county's account. In addition, the Tax Collector no longer receives and submits payments on behalf of the private tag agencies. Tag agencies now have DMV debit their accounts as well.

# Departmental Quarterly Performance Report

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Reporting Period: FY 2002-03 3<sup>rd</sup> Quarter

## FINANCIAL SUMMARY

	PRIOR YEAR ACTUAL	CURRENT FISCAL YEAR						
		Total Annual Budget	3rd Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
<b>Revenues</b>								
<b>Carryover</b>								
T/C Carryover	2,270	3,226	-	-	3,226	2,175	(1,051)	-33%
Famis Carryover	1,553	-	-	-	-	554	554	
B/A Carryover	371	350	-	-	350	592	242	69%
C/M Carryover	14	-	-	-	-	17	17	
CC Carryover	(136)	204	-	-	204	484	280	137%
<b>Other Rev</b>								
Tax Collector	22,631	22,675	5,669	3,938	17,006	10,756	(6,250)	-37%
Famis/Adpics	430	735	184	-	551	-	(551)	-100%
Bond Admin	1,826	1,485	371	647	1,114	1,656	542	49%
Cash Mgt	930	1,086	272	104	815	429	(386)	-47%
Credit and Coll	2,312	1,596	399	695	1,197	1,848	651	54%
<b>Total</b>	<b>32,201</b>	<b>31,357</b>	<b>6,894</b>	<b>5,384</b>	<b>24,463</b>	<b>18,511</b>	<b>(5,952)</b>	<b>-24%</b>
<b>Expense*</b>								
Tax Collector	12,558	13,454	3,364	2,960	10,091	8,862	1,229	12%
Director	697	1,036	259	190	777	783	(6)	-1%
Controller	3,276	3,911	978	1,163	2,933	3,485	(552)	-19%
COR X-fer	5,879	7,500	1,875	-	5,625	-	5,625	100%
Famis/Adpics	1,429	735	184	56	551	246	305	55%
Bond Admin	1,606	1,835	459	148	1,376	616	760	55%
Cash Mgt	927	1,086	272	128	815	365	450	55%
Credit and Coll	1,691	1,800	450	416	1,350	1,122	228	17%
<b>Total</b>	<b>28,063</b>	<b>31,357</b>	<b>7,839</b>	<b>5,061</b>	<b>23,518</b>	<b>15,479</b>	<b>8,039</b>	<b>34%</b>

(All Dollars in Thousands)

\* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

### Comments:

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

<sup>1</sup> Revenues are not evenly collected throughout the year

<sup>2</sup> The Finance department is experiencing higher than budgeted attrition; Expenses, reimbursements and transfers are not evenly distributed throughout the year

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## Equity in pooled cash (for proprietary funds only)

	Prior Year	Current Year		
	Year End	Month 7	Month 8	Month 9
Fund/Subfund				
GF 030 031				
031005	3,003	747	472	336
031004	612	1,116	1,054	1,643
GF 050/053				
053006/056113	863	414	404	389
053002	92	171	141	148
053003/4/7	702	1,158	1,319	1,458
Total	5,272	3,606	3,390	3,974

## STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

## DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.



\_\_\_\_\_  
Signature  
Department Director

Date July 31, 2003